

**State of Illinois**  
Rod R. Blagojevich, Governor

**Illinois Department on Aging**  
Charles D. Johnson, Director



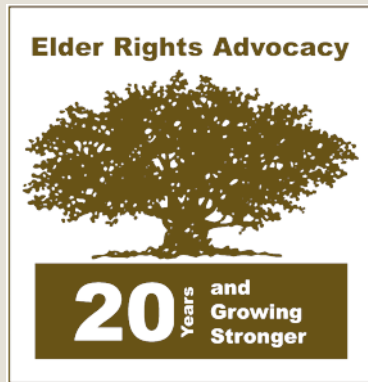
## **Elder Rights Advocacy**



**20** Years **and  
Growing  
Stronger**

### ***20th Annual Elder Rights Conference***

**August 1–3, 2006  
Holiday Inn City Centre  
300 East Ohio Street  
Chicago, Illinois**



## ***20<sup>th</sup> Annual Elder Rights Conference***

**T**his year marks the 20th anniversary of the Elder Rights Conference. Senior Protective Services in Illinois have faced many challenges during those years. Without exception, those challenges have been met and have provided an opportunity for growth and strengthening of the services that are provided to Illinois' most vulnerable elderly. It is the unwavering efforts of the elder rights advocates in the areas of public awareness, legislation, inter-agency collaboration and program initiatives that have increased the visibility of senior protective services in Illinois and have enhanced the quality of the support and options offered to elder abuse victims and their families.

The Department's Long Term Care Ombudsman Program has been the nation's forerunner in promoting the pioneered culture change program, which focuses on resident-centered management and care practices. The Ombudsman Program continues to improve both the quality of care and the quality of life for residents, and as a result has reduced the incidence of abuse and neglect in Illinois facilities.

We have a lot to celebrate during this conference! The progress that has been made in Elder Rights Advocacy in Illinois can be attributed to your passion and your commitment to quality.

# Conference Agenda

## Day 1: ***Tuesday, August 1***

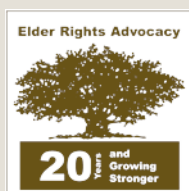
10:00 a.m. – 4:00 p.m.      Registration  
1:00 – 4:30 p.m.          Pre-Conference Intensives

## Day 2: ***Wednesday, August 2***

8:00 a.m. – 4:30 p.m.      Registration  
9:00 – 10:00 a.m.          Continental Breakfast  
10:00 – 10:15 a.m.          Charles D. Johnson, Director  
   Illinois Department on Aging  
10:15 – 11:45 a.m.          Opening Address: Christine Cashen  
   ***Get What You Want With What You've Got!***  
12:45 – 1:30 p.m.          Lunch (*on your own*)  
1:30 – 3:00 p.m.          Concurrent Sessions  
3:00 – 3:15 p.m.          Refreshment Break  
3:15 – 4:45 p.m.          Concurrent Sessions  
5:00 – 7:00 p.m.          Conference Reception

## Day 3: ***Thursday, August 3***

7:30 – 11:30 a.m.          Registration  
7:30 – 8:15 a.m.          Continental Breakfast  
8:15 – 9:45 a.m.          Concurrent Sessions  
9:45 – 10:00 a.m.          Break  
10:00 – 11:30 a.m.          Concurrent Sessions  
11:30 a.m. – 1:00 p.m.      Conference Luncheon and Awards  
1:15 – 3:00 p.m.          Closing Session



# ***Conference Information***

***Conference Registration:*** The Conference fee is **\$120.00** per person until **July 10, 2006**, when the cost increases to **\$150.00**. Students may register for a special rate of **\$75.00**. The Conference fee covers the luncheon, opening reception, continental breakfasts, breaks and all conference materials and sessions. **Please make your checks payable to the 2006 Elder Rights Conference.** A check, money order or voucher must accompany all conference registrations.

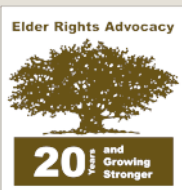
***Conference Site:*** The 2006 Elder Rights Conference will be held at the Holiday Inn City Centre, 300 East Ohio Street in Chicago. Special conference room rates are **\$130.00** for a single or **\$150.00** for a double (plus hotel tax). Please make your own sleeping room reservations by calling 1-312-787-6100. Be sure to mention that you will be attending the Elder Rights Conference to receive the conference rate. **Hotel reservations must be made by July 10, 2006.**

***Conference Reception*** **Wednesday 5:00 – 7:00 p.m.:** This is an excellent opportunity to greet colleagues and share in some delicious food and conversation following a day of sessions.

***Parking:*** The overnight parking rate at the Holiday Inn City Center is \$28.00 and the special conference daily rate is \$16.00.

***Accessibility:*** All conference sessions and activities are held in fully accessible rooms.

***Questions:*** If you have questions regarding the Elder Rights Conference, please contact Gidget Freeberg at 1-217-557-8312 or e-mail: [gidget.freeberg@illinois.gov](mailto:gidget.freeberg@illinois.gov).



***The conference registration form is available at [www.state.il.us/aging](http://www.state.il.us/aging). The form must be downloaded and mailed - electronic registration is not available.***

# ***Continuing Education Information***

**Continuing Education Information** CEU applications and certificates will be available at the conference registration area. A \$10.00 processing fee for all professional certificates can be submitted at the conference (cash or check payable to Oakton Community College).

CEUs are available for nursing home administrators and licensed social workers. Please **do not** mail your CEU payment with your conference registration. This will cause a delay in processing.

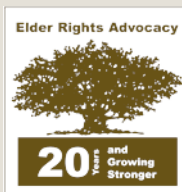
**Registered Nurses: 15.0 contact hours** Oakton Community College, Alliance for Lifelong Learning, Continuing Education for Health Professionals is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

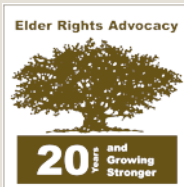
**Nursing Home Administrators: 12.5 clock hours** The Illinois Department on Aging has been approved as a sponsor of continuing education in the 2005-2007 renewal period by the Nursing Home Administrator Licensing Board of Illinois Department of Financial and Professional Regulations, sponsor license number 139-000063.

**Licensed Social / Clinical Social Workers: 12.5 clock hours** The Illinois Department on Aging has been approved as a sponsor of continuing education in the 2005-2007 renewal period by the Social Worker/Clinical Social Worker Licensing Board of Illinois Department of Financial and Professional Regulations, sponsor license number 159-000109.

**Professional Counselors and Clinical Professional Counselors: 12.5 clock hours** Oakton Community College, Alliance for Lifelong Learning, Continuing Education for Health Professionals has been approved as a sponsor of continuing education in the 2005-2007 renewal period by the Professional Counselor and Clinical Professional Counselor Licensing Board of the State of Illinois Department of Financial and Professional Regulations, sponsor license number 197-000096.

**Other Professional Groups: 1.25 CEUs** The CEU is a specific, standard measure (10 contact hours) of educational achievement under the criteria of the International Association for Continuing Education and Training (IACET) to attest to clock hour completion of continuing education activities. Continuing education for other professionals/para-professionals will be available through Oakton Community College. This also serves as a certificate of attendance, which will be available at no charge. For further information, please contact Cindy Flayton, R.N., M.S., at 1-773-281-4026 or by e-mail at [cindyflayton@yahoo.com](mailto:cindyflayton@yahoo.com).





## Afternoon Sessions

1:00 p.m.

—

4:30 p.m.

# Day 1: Tuesday, August 1

## Pre-conference Intensives

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### ***1A. Protecting Ourselves and Our Staff as We Strive to Protect Elders***

**Holly Ramsey-Klawnsnik, Ph.D.**, Klawnsnik & Klawnsnik Associates  
Canton, Massachusetts

It's not easy to keep ourselves and those we supervise emotionally healthy and resilient in the face of continuous encounters with difficult people and upsetting situations. This session will address consequences of social services job stress and professional protections to safeguard the well-being of ourselves and our staff.

### ***1B. State and Federal Legislative Developments***

**Charles A. LeFebvre**, Attorney, Thomas, Mamer & Haughey, LLP  
— Champaign

**Ford C. (Chet) June**, Attorney, June, Prodehl & Renzi, LLC —  
Joliet

**Marcus Herbert**, Attorney, Herbert & Howe — Carbondale

In both Congress and the Illinois General Assembly, a number of important legislative changes have occurred over the past two years: changes to the Power of Attorney Act, the guardianship law, Medicaid eligibility and bankruptcy. This panel will explain those changes and the significance of each.

### ***1C. Community Care Program Recertification Training (CCP Case Managers only)***

**Jody Martin**, Illinois Department on Aging — Springfield

**John Lazell**, Illinois Department on Aging — Springfield

This recertification opportunity is limited to certified Case Managers working within the Community Care Program. Changes within the program that have occurred throughout the previous year will be reviewed and discussed. There will also be a discussion on changes that will occur in the near future. With pre-registration to this particular class, recertification cards will be available upon completion.



## Opening General Session

10:00 a.m.

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11:45 p.m.

# Day 2: Wednesday, August 2

## Opening General Session

### ***Opening Remarks:***

**Charles D. Johnson**, Director  
Illinois Department on Aging

### ***Keynote Speaker:*** ***Christine Cashen***

We are all being asked to do more with less. This program gives you the tools to get the absolute best with what you've got! We are all given what we need to succeed and Christine will help you take those skills to the next level. After this program you will be able to:

- communicate effectively by understanding different personality styles
- learn the secrets to defuse anyone and handle conflict like a pro
- put the "storm" back into brainstorming – get more done with great ideas
- discover how humor can increase job satisfaction, improve morale and reduce stress

Join Christine to laugh and learn as she shows you the way. You can get what you want both personally and professionally!

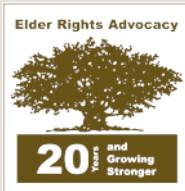
Christine is an award-winning and highly recognized speaker throughout the United States, Canada, South Africa and Australia. For more than 10 years, she has inspired an amazing variety of audiences ranging from small groups of top level executives to auditoriums with 5000 guests. Christine holds a bachelor's degree in communication and a master's degree in adult education.

What makes her unique is the "real" factor. Drawing from her varied background as a university admissions officer, corporate trainer and broadcaster, she combines a down-to-earth attitude with a colorful artistic streak. She is a member of the National Speakers Association and is an authority on sparking innovative ideas to handle conflict, reduce stress and energize employees.

Christine has been featured as a creativity expert in *HOW Designs at Work* magazine and is a co-author of the book *Mission Possible, Volume Eight*. She resides in Dallas with her husband and two children.







## Afternoon Sessions

1:30 p.m.

—

3:00 p.m.

# Day 2: Wednesday, August 2

## Concurrent Sessions

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### **2A. *The Leader In You***

**Andre Parker**, Retired Lt. Col. Illinois State Police – Springfield

This session will help participants understand their personal leadership styles and how to define and understand the various types. The presenter will identify leadership priorities and the individual principles of leadership.

### **2B. *Litigation and Advocacy Tips***

**Steve Levin**, Private Attorney, Levin and Perconti – Chicago

Steve Levin, a long-time advocate for nursing home residents, will offer tips learned through litigation that will prove helpful to all who advocate on behalf of nursing home residents on a daily basis.

### **2C. *The Pros and Cons of Reverse Mortgages***

**Terry Bivens**, Senior Vice President, The 1<sup>st</sup> Reverse Mortgage Store – Oak Brook

**Don Lindsey**, Staff Attorney, Legal Assistance Foundation of Metropolitan Chicago

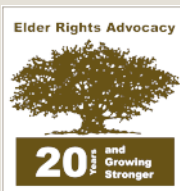
In recent years, reverse mortgages have emerged as a useful financial tool allowing seniors to convert equity in their homes to cash. Inevitably, questions have been raised as to the misuses and abuses of reverse mortgages. The presenters will explain reverse mortgages, when and how they are useful and how they can be abused, particularly by disreputable firms.

### **2D. *Learning from Victims***

**Holly Ramsey-Klawnsnik**, Ph.D., Klawnsnik & Klawnsnik Associates  
Canton, Massachusetts

Regardless of the type of social services we provide, our clients can be our greatest teachers. Elders who have been abused can help us understand how best to assist them. This session will focus on lessons and bits of wisdom the speaker has learned from seniors during her many years of service provision.





## Afternoon Sessions

3:15 p.m.

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4:45 p.m.

# Day 2: Wednesday, August 2

## Concurrent Sessions

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### **2E. *Death Review Teams in Kane County***

**Maggie Dwyer**, Deputy Coroner, Kane County Coroner's Office – Elgin

**Linda Voirin**, LSW, Victim's Advocate, Kane County State's Attorney's Office – Elgin

**Debbie Mourning**, Elder Abuse Investigator, Senior Service Associates – Elgin

**Holly Zielke**, Elder Abuse Program Coordinator, Illinois Department on Aging – Chicago

This panel will discuss Kane County's development of an Elder Abuse Fatality Review Team. The session will focus on the background and development of the project. Information on key decisions will be discussed regarding program policies, procedures, protocols, cases, forms and data collection.

### **2F. *The Quest for Culture Change: Elder Honor Versus Elder Rights***

**Frank Eyetsemitan**, Ph.D., Professor of Psychology; Chair, Division of Social Sciences Chair, Graduate Studies, McKendree College – Lebanon

This session will focus on why elder honor should be the foundation for advocacy or enforcement of elder rights and the basis for treatment of the elderly. References to intergenerational relationship studies the author has conducted across the nation will be used to broaden the discussions. Finally, a developmental model likely to build a lifelong model for honor will also be presented.

### **2G. *Navigating Through the Illinois Mental Health and Developmental Disabilities Code: A Well Rounded Perspective***

**Colleen Boraca**, Cook County State's Attorney's Office – Chicago

**Inez Toledo**, Illinois Guardianship and Advocacy Commission, Legal Advocacy Service – Chicago

Learn how to make sense of the Illinois Mental Health and Developmental Disabilities Code as it relates to involuntary commitment and treatment cases for the mentally ill. The presenters will teach participants how to complete paperwork for involuntary commitment cases and provide an overview of mental health court proceedings.



## Afternoon Sessions

3:15 p.m.

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4:45 p.m.

5:00 p.m.

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7:00 p.m.

# ***Day 2: Wednesday, August 2*** ***Concurrent Sessions***

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## ***2H. Adjust Cultural Lens and Embrace Diversity: Probe the Base for Appropriate Communication and Service Delivery***

**Taiqin Dong**, Program Manager, Coalition of Limited English Speaking Elderly (CLESE) – Chicago

Everyone is a cultural product; therefore each of us wears a lens. However, in a society of cultural diversity, it is crucial to adjust one's lens to allow maximum scope and to avoid cultural bias. The participants will learn how to guide clients to an understanding, appreciation and acceptance of needed services.

## ***Conference Reception***

**Lower Level - LaSalle Room**



## Morning Sessions

8:15 a.m.

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9:45 a.m.

# Day 3: Thursday, August 3

## Concurrent Sessions

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### **3A. *Building Effective Elder Abuse Cases***

**Randy Thomas**, Retired Instructor, South Carolina Department of Public Safety, Blythewood, South Carolina

**Candace Heisler**, JD, Trainer and Consultant, Heisler and Associates, San Bruno, California

This session will focus on the complex issues associated with physical abuse, neglect and elder death investigations. It will address the key components of effective case building such as detection, recognizing critical evidence, documentation, interviewing and building cases that hold offenders accountable. This session will use actual case examples and provide a foundation for an effective response to these cases by protective services, law enforcement and others who may encounter these cases.

### **3B. *Mediation: Helping Older Adults Stay in Control of Their Lives***

**Lynn Malley**, J.D. LL.M., Coordinator of the Alternative Dispute Resolution Clinic, Southern Illinois University – Carbondale

Mediation is one method of dispute resolution that offers opportunities for those helping older adults resolve conflicts in respectful and empowering ways. This session will demonstrate the use of mediation with families faced with the difficult issues of caring for their older loved ones. Come prepared to talk about real situations you have been involved in and how mediation might work for you.

### **3C. *Getting Noticed by Your Legislators***

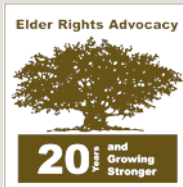
**Donna Ginther**, Manager of State Affairs, AARP – Springfield

This session will provide a comprehensive overview of the legislative process. The nuts and bolts of selling your issues to the legislature is presented in a manner easily understood and highly effective.

### **3D. *Frauds, Scams and You***

**Amanda Jones**, Senior Crime Prevention Specialist, Evanston Police Department – Evanston

This workshop will focus on the latest kinds of fraud that target older adults. Learn how to recognize scams and how to reduce your risk. Remember that con games are like viruses, always mutating, so get the lowdown and protect yourself.



## Morning Sessions

10:00 a.m.

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11:30 a.m.

# Day 3: Thursday, August 3 Concurrent Sessions

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### **3E. Domestic Violence in Later Life**

Dean A. Hawley, M.D., Forensic Pathologist, Indiana University  
School of Medicine – Indianapolis, Indiana

Patterns of injury may be helpful in determining whether the cause of injury was accidental or inflicted. Injury inflicted in domestic violence relationships may be useful as evidence for the determination of the primary aggressor in that relationship, sometimes even in cases where the abused elder cannot give a story, or the elder is minimizing the story to protect the batterer. This presentation will show many examples of injuries from actual cases, and we will concentrate on injuries that are subtle or sometimes confused with natural disease conditions.

### **3F. Post Traumatic Stress Syndrome**

Stephen Parker, Ph.D., Retired, Chicago State University –  
Chicago

This session will discuss Post-Traumatic Stress Disorder, PTSD, as an anxiety disorder that can develop after exposure to a terrifying event in which grave physical harm occurred or was threatened. The presenter will discuss various events that can trigger PTSD, which includes violent personal assaults, natural or human-caused disasters, accidents or military combat.

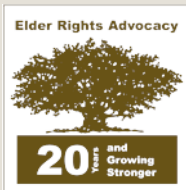
### **3G. Power of Attorney Updates**

Lee Beneze, Legal Services Developer, Illinois Department on  
Aging – Springfield

Susan Dawson-Tibbits, Elder Law Attorney – Peoria

Sharon Ruth Rudy, Elder Law Attorney – Rockford

For the last two years, the Elder Law Section Council of the Illinois State Bar Association has worked on proposed revisions to the Power of Attorney Act. The draft of the proposed changes will be discussed by three members of the drafting committee. This presentation is intended to be an interactive session, with the participants commenting on the proposed revisions.



## Morning Sessions

10:00 a.m.

—

11:30 a.m.

11:30 a.m.

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1:00 p.m.

# Day 3: Thursday, August 3

## Concurrent Sessions

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### ***3H. Bereavement: Multi-Cultural Considerations and Support Mechanisms to Cope with Loss***

Ruth M. Fairfax Frazier, MSHSA Founder and Executive Director,  
Forum to Achieve Altruism, Compassion and Tolerance  
(FAACT) – Chicago

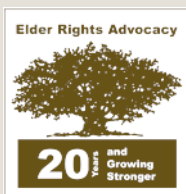
Bereavement is the period after a loss during which grief is experienced and mourning occurs. Grief is the normal process of reacting to a loss experienced at the mental, physical, social and emotional levels; mourning is the process by which people adapt to a loss. This session will examine how bereavement, grief and mourning are influenced by cultural customs, rituals and societal traditions. Through participatory interaction, we will highlight effective coping mechanisms and stress management techniques.

### ***Conference Luncheon***

### **2006 Awards Presentation**

Recognition of the:

- Outstanding Long Term Care Ombudsman
- Outstanding Long Term Care Ombudsman Volunteers
- Outstanding Elder Abuse Program Case Workers for 2006



## Afternoon Session

1:15 p.m.

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3:00 p.m.

# ***Day 3: Thursday, August 3 Concurrent Sessions***

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## ***Closing Session***

### ***Legal and Medical Aspects of Elder Abuse and Neglect***

**Dean Hawley, M.D.**, Forensic Pathologist, Indiana University  
School of Medicine – Indianapolis, Indiana

**Candace Heisler, JD**, Trainer, and Consultant, Heisler and  
Associates – San Bruno, California

Effective response to elder abuse and neglect allegations may include developing cases for eventual court presentation. When the case is criminal, special rules define what evidence is admissible. In all cases, causation and corroboration must be addressed. This presentation will discuss types of abuse, medical findings and how to differentiate abuse and neglect from aging and disease. Actual cases will be presented and suggestions for investigation offered.

# 20<sup>th</sup> Annual Elder Rights Conference

## Conference Registration

(Please print)

Last name	First name	Middle initial
Title	Agency / Institution / Company	
Street address		
City	State	Zip code
Work phone	e-mail address	

Are you a Registered Nurse ☐ Yes ☐ No

### ***Session preferences:***

#### **August 1, Day 1: Intensives**

1:00 – 4:30 p.m. ☐ 1A ☐ 1B ☐ 1C

#### **August 2, Day 2:**

Do you plan to attend the Opening General Session (10 – 11:45 a.m.) ☐ Yes ☐ No

1:30 – 3:00 p.m. ☐ 2A ☐ 2B ☐ 2C ☐ 2D

3:15 – 4:45 p.m. ☐ 2E ☐ 2F ☐ 2G ☐ 2H

Do you plan to attend the conference reception (5 – 7 p.m.) ☐ Yes ☐ No

#### **August 3, Day 3:**

8:15 – 9:45 a.m. ☐ 3A ☐ 3B ☐ 3C ☐ 3D

10:00 – 11:30 a.m. ☐ 3E ☐ 3F ☐ 3G ☐ 3H

Do you plan to attend the conference luncheon ☐ Yes ☐ No

Do you plan to attend the closing session (1:15 – 3:00 p.m.) ☐ Yes ☐ No

Registration Fee	
<input type="checkbox"/> Individual Fee (received on or before July 10, 2006) is \$120.00	\$
<input type="checkbox"/> Student Rate \$75.00	\$
<input type="checkbox"/> Conference fee (after July 10, 2006) \$150.00	\$
<input type="checkbox"/> Volunteer Ombudsman (Provided by program)	\$ - 0 -
<input type="checkbox"/> Presenter (Provided by program)	\$ - 0 -

#### **Payment Type:**

☐ check (payable to the 2006 Elder Rights Conference)

☐ money order (payable to the 2006 Elder Rights Conference)

#### ***Mail fee and registration to:***

Elder Rights Conference  
P.O. Box 5296  
Springfield, Illinois 62705-5296

**If FEIN is needed, the conference FEIN is: 36-3512871**

Cancellations must be made in writing. Those made before the July 10, 2006, deadline will be refunded in full, less a \$10.00 administrative fee.

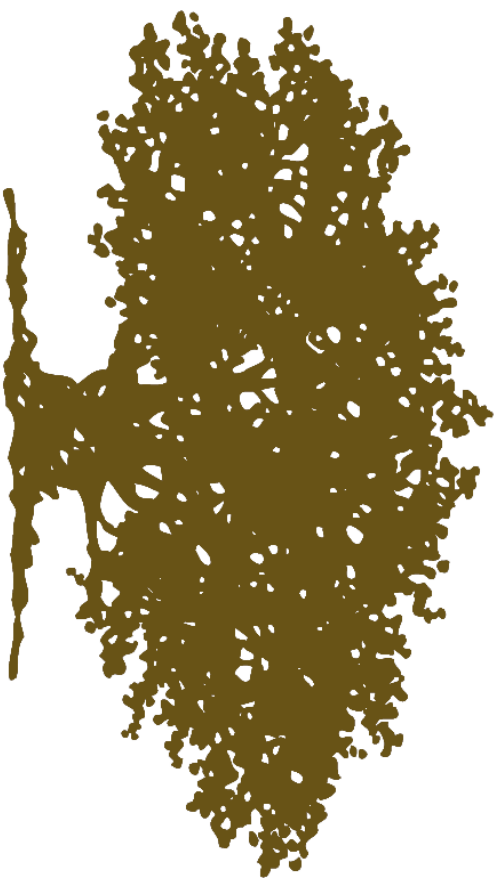
**No refunds after July 10, 2006.**





P.O. Box 5296  
Springfield, IL 62705-5296

# Elder Rights Advocacy



**20**  
Years  
and  
Growing  
Stronger

## 20th Annual Elder Rights Conference

August 1–3, 2006

Holiday Inn City Centre

Chicago, Illinois

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior Helpline at 1-800-252-8966 (Voice); 1-888-206-1327 (TTY).